

OVHA Annual Report 2024/2025



Chair Report

I am delighted to provide this report at the end of my third year as Chair of Ore Valley Housing Association.

The past year continued to be challenging in so many ways for us organisationally and for all of our tenants, to whom we provide a variety of critical services. As well as providing new homes and improving services we are continuing to maintain and improve our existing properties and during the year we delivered kitchen replacement, electrical upgrades, shower installations, heating systems, renewable energy systems, fencing replacement and external paintwork programmes. We will continue to strive to ensure that our homes provide comfortable places to live and meet the necessary legal and regulatory requirements.

It has also been impossible to ignore, even now four years after the enforced lockdown, the continuing residual impact of the global Covid-19 pandemic and the ongoing cost of living crisis leaving us facing very difficult circumstances in terms of providing services and high levels of tenancy support to all of our tenants who have required it. The demand for housing continues to grow at exceptional levels, even after the election of the UK Labour Government last summer, leading to further strains on resources.

Last year Fife Council declared a regional housing emergency and the Scottish Government did similarly for the whole country shortly thereafter, highlighting the scale of the challenge we face to provide sufficient affordable homes and meet an ever-growing demand. We continue to engage directly with Fife Council alongside our housing partners to ensure we are able to support the activities being undertaken to address this matter.

We have continued to grow the organisation through our programme of property acquisitions allowing us to add additional homes to our stock, helping meet the demand for affordable local housing. We also progressed the development of new housing projects in Lochgelly and Lochore which could potentially add over 60 new homes to our stock when completed.

The organisation continues to have an increased focus on our Tenancy Support and Tenant Engagement services and we continue to work with tenants to help sustain their tenancies and signpost to strategic partners who can provide further assistance. We have also engaged directly with tenants and stakeholders to obtain views on how we can improve our services.

In terms of the wider community we have been able to continue to support a range of organisations and projects through our community development fund which in turn is supported with revenue from our wind turbine project.

It has been an eventful year and I would like to thank all of my fellow Board Members, who give their time voluntarily, for their exceptional support and input and also the staff team at Ore Valley for their hard work during the course of another very challenging year.



John Flynn
Chair

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Welcome to our annual performance report a straightforward look at how we're doing as your social landlord.

We show how we're performing compared to previous years and how we stack up against other landlords across Scotland.

Our goal is simple: to keep improving and make sure you're as happy as possible with the services we provide. Every year, we send our performance data to the Scottish Housing Regulator as part of the Scottish Social Housing Charter. They tell us what information we need to share with you, and you've also told us what matters most to you.

This report brings all of that together. It's shaped by the numbers and by your feedback

What Do We Mean by Performance?

Here's a quick look at what we measure and why it matters:

- Rent & Charges – How rent is set, and how we involve you.
- Communication – How well we keep you informed.
- Participation – How easy it is to have your say.
- Housing Options – The info you get on housing choices.
- Quality of Housing – How we meet national standards.
- Repairs & Maintenance – How quickly and well we fix things.
- Access to Housing – How easy it is to apply for a home.
- Neighbourhoods & Safety – How we handle issues in your area.
- Value for Money – Are we delivering quality and affordability?

Achievements

Double Win for Bowhill Miners Institute Redevelopment

We're absolutely thrilled to announce that the Bowhill Miners Institute redevelopment has scooped not one, but two major awards in recent months cementing its place as a standout example of community-focused regeneration and sustainable design.

In June, the project was named 'New Build or Renovation Project of the Year' at the Scottish Energy Efficiency Awards 2025, recognising the exceptional effort, vision, and collaboration that brought this transformative initiative to life. The award is a testament to the dedication of everyone involved and the positive impact the Institute is already making within the community.



Bowhill Miners Institute also claimed another top honour, winning the Property and Estate Management - Regeneration Gold Award at the 2024 Green Apple Environment Awards. This prestigious recognition celebrates the environmental excellence embedded in the project.



Community Funding

Funding and support for our community

Since 2017, our 500-kW wind turbine near Dundonald has powered around 360 homes annually, saving 300+ tonnes of CO₂. Profits are split between Ore Valley Housing Association and the community, funding local projects and supporting residents.

From April 2024 to March 2025, profits from the Dundonald Community Wind Turbine have supported a variety of local causes, including:

**Lochgelly Children's
Gala**

**A day for bringing the
community together**

**Cardenden
Environmental Group**

**Floral enhancements
in the village**

**Cardenden Parent
Council**

**Quiet space for discussing
sensitive matters**

These are just a few examples of how renewable energy income is reinvested back into the community, creating opportunities, improving local spaces, and supporting wellbeing.

Finance, Income & expenditure

Delivering Value from Rents and Service Charges

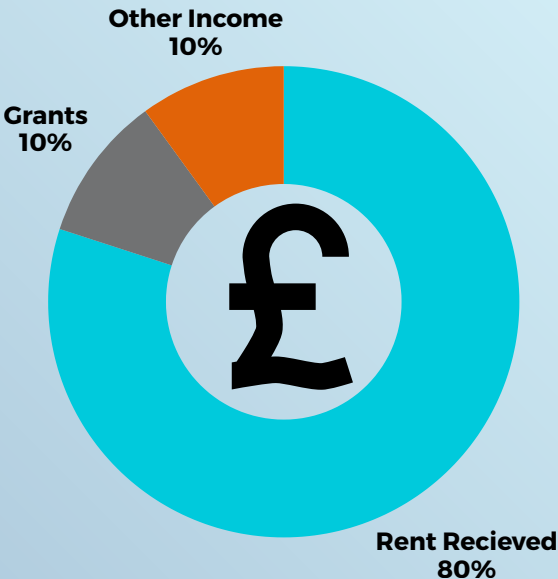
from year end - 31 March 2025

We ensure that every pound of rent and service charge provides value to our tenants and communities. Here's our performance over the past year:

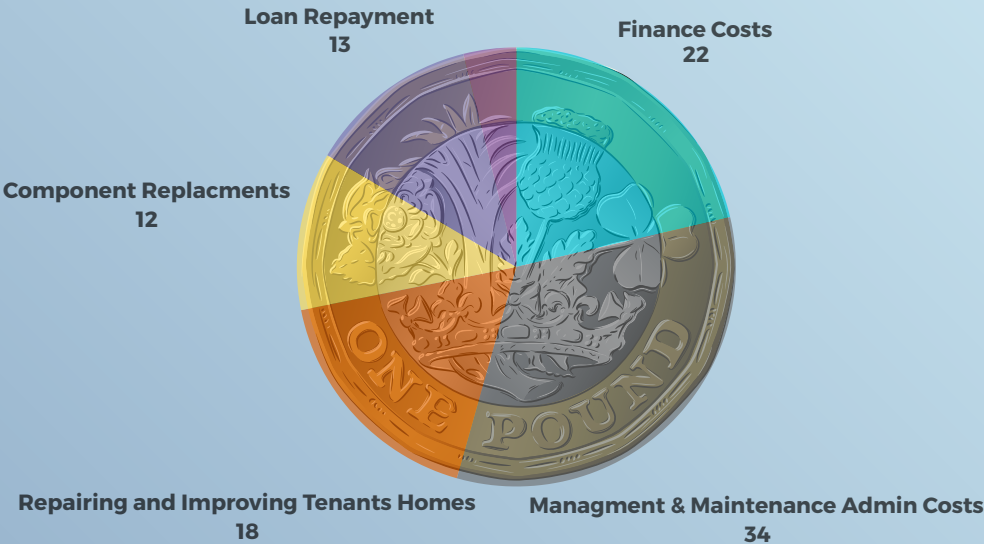
- **Rent Collection:** Collected £3,891,377 against £3,867,830, achieving a 100.6% collection rate. Gross arrears were £128,097 (3.30% of rent due).
- **Minimising Rent Loss:** Lost rent from vacant properties was £17,152 (0.44% of rent due), indicating efficient re-letting.
- **Component replacement:** We invested £408,252 in replacing components in homes.
- **Maintenance:** We spent £470,365 in planned and cyclical maintenance and £33,549 in reactive maintenance.
- **Loans:** Capital loan repayments of £513,391 were made during the year.

	2024/25	2023/24
Turnover	4,629,989	4,393,406
Less: Operating Costs	(3,499,605)	(3,416,569)
Gain on sale of property	-	101,891
Operating Surplus	1,130,384	1,078,728
Interest receivable	41,322	57,206
Interest payable	(941,438)	(946,241)
Remeasurement of pension deficit	36,000	(119,000)
Surplus / (deficit) for year	266,268	70,693

Breakdown of every £1 recieved



How every £1 was spent



Balance Sheet

As at 31 March 2025

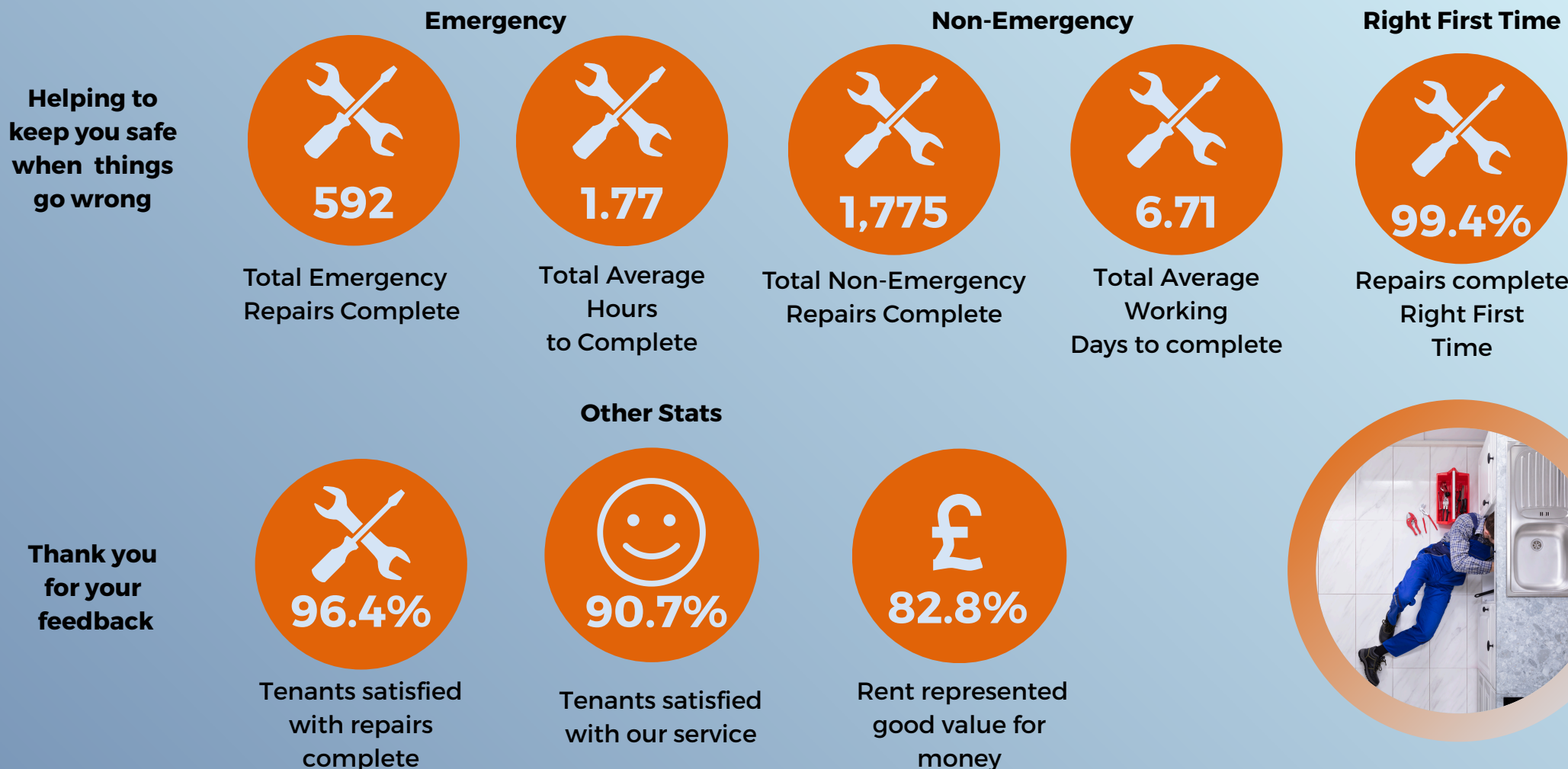
Fixed Assets	2024/25	2023/24	
Housing properties	42,352,309	42,387,643	Housing properties less depreciation
	<u>42,352,309</u>	<u>42,387,643</u>	
Other Fixed Assets	745,732	797,089	Vans, Office Equipment, Retail Units etc
	<u>43,098,041</u>	<u>43,184,732</u>	
Current Assets			
Debtors	584,556	654,581	Money owed to us
Cash at bank and in hand	<u>1,086,044</u>	<u>1,618,364</u>	
	1,670,600	2,272,945	
Creditors: amounts due within one year	(1,481,618)	(1,434,674)	Money we owe to other people
Total assets less current liabilities	43,287,023	44,023,003	
Creditors: amounts owed after more than one year	(41,930,077)	(42,932,326)	Bank loans still to be repaid & housing grants to be set against housing properties
	1,356,946	1,090,677	
Capital and Reserves			
Share Capital non-equity	81	80	Represents members shares at £1 each
Revenue reserves	1,356,865	1,090,597	Company's reserves
	<u>1,356,946</u>	<u>1,090,597</u>	

Repairs

How we've been doing

We know how important it is for your home to be safe, comfortable, and well-maintained and we're always working to make our repairs service as quick and efficient as possible.

Here's how we performed this year:



Asset Mangement

Home Adaption

We approved **54 medical adaptations** to help tenants live more comfortably at home.

- **51 adaptations** have already been completed, with **3 still in progress**.
- On average, each adaptation was completed in **12.62 working days**.
- The total cost of adaptations came to **£41,030**, funded through a mix of **£15,030 from the association** and **£26,000 in grant funding**.

Planned Maintenance



New Windows & doors



New External doors installed



New Boilers Fitted



New Kitchens Fitted



New Bathrooms Fitted



Cyclical Maintenance



Homes Externally Painted



Rhones Cleared of debris



of Gas Servings carried out across all properties

Thank you for continuing to trust us with your home.

If you have feedback or suggestions for our repairs service, we'd love to hear from you!

Housing

Letting Homes to Those Who Need Them

We made 54 general needs lets this year with no supported housing lets during this period. Here's the breakdown:



Homes went to existing tenants moving within our stock



Homes were let to applicants on our housing list



Homes were exchanged through mutual exchange



Homes were offered directly to people assessed as homeless by the local authority

Quality of Housing



We met the Scottish Housing Quality Standard (SHQS) as of March 2025 with our target being 100% by next year.



of 291 tenants surveyed said they were very or fairly satisfied with the quality of their home



Housing

Rent Arrears: Challenges and Progress

Over the past year, managing rent arrears has remained a key priority for our housing team. The cost-of-living crisis, rising energy bills, and inflationary pressures have continued to impact tenants' ability to meet their rent obligations. Despite these challenges, we have made significant strides in supporting residents and reducing arrears through proactive engagement and targeted interventions.

Current position

As of the end of the financial year, total rent arrears stood at £128,097, representing 3.30% of the annual rent debit. This marks a decrease of 0.24% compared to the previous year. While the overall trend remains stable, we are encouraged by the effectiveness of our early intervention strategies.

Key Initiatives

- **Early Support and Engagement:** Our housing officers have focused on early contact with tenants at risk of falling into arrears, offering tailored support and signposting to tenancy support and the Big IDEA Project.
- **Partnership Working:** We have strengthened partnerships with Cosy Kingdom, The Fuel Bank Foundation and HACT as well as local foodbanks
- **Tenant Education:** one-to-one sessions on Universal Credit migration budgeting and financial planning delivered through the Big IDEA Project have helped tenants build resilience and confidence in managing their finances.



Looking ahead

In the coming year, we will continue to refine our arrears management approach, with a focus on:

- Enhancing our use of Homemaster to identify arrears risk earlier.
- Continue to provide our hardship fund to support tenants facing temporary financial crises.
- Introduce digital tools with a new tenant portal with online access to accounts and improved payment options to reduce missed payments.
- Deliver financial capability workshops and one-to-one sessions to support community resilience and sustainability in accordance with the aims and objectives the Big IDEA Project.

Housing

Neighbourhood and Community

Complaints: We responded in full to 92.3% of Stage 1 complaints within an average of 2.6 days, and 90.9% of Stage 2 complaints in 27.2 days.

Of the cases of Anti Social behaviour reported to us 94.4% were resolved.

There has been only 1 abandonment this year.

Homelessness Referrals & Tenancy Sustainment

We received 26 homeless referrals from other routes - and made 26 offers, with 24 of those accepted (a 92.3% success rate). Once tenants are in, they're staying. Of 38 new tenancies started in 2023-24



100% of existing tenants sustained their tenancy

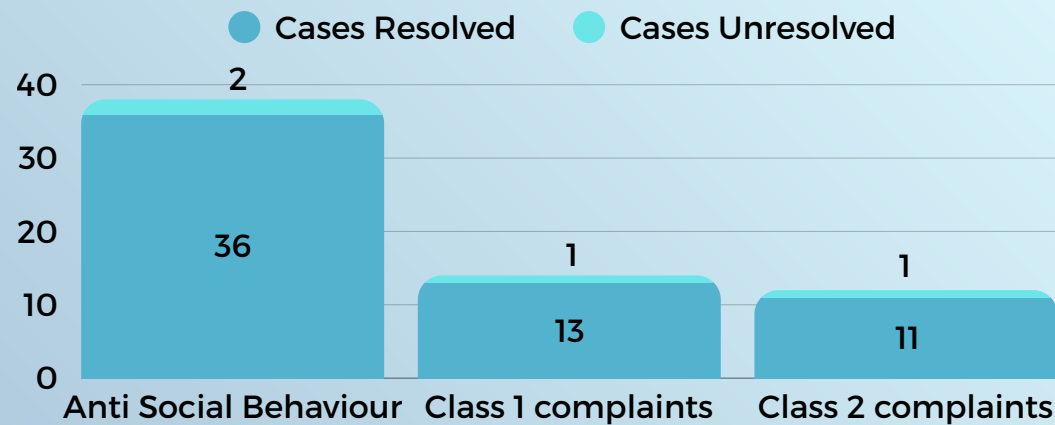


94.1% of homeless applicants remained in their homes



80% of housing list applicants maintained their tenancy

All Cases



Tenant Engagement

Participation & Communication

- **The Spring Fling event 2024** was held on April 25 at Ravenscraig Walled Garden, partnering with Greener Kirkcaldy and others, focusing on Income Maximisation and Energy Saving Advice.
- **The Big Summer Sit Doon 2024** event took place on August 23, featuring fun activities like the 'Ultimate Cycle Energy Smoothie Experience' and a scenic bike ride.
- **The Winter Warmer Event 2024** on December 11 included discussions on keeping warm and safe in winter, with support from various community stakeholders and the distribution of warm packs with soup ingredients.
- A **warm space** was introduced in November, providing a comfortable area with refreshments for the community.
- In March 2025, the Reading Rooms event showcased the **history of the Old Miners Institute** and attracted over 40 attendees, leading to plans for a joint exhibition in September 2025.
- The Spring Fling 2025 featured a '**Spring into Action**' day at Lochgelly Cycle Park, promoting local activities.
- Between Spring 2024 and Spring 2025, support was provided to four community members for new bikes and safety gear through Langtoun Cycles.

Getting to Know You Survey

With the support of Research Resource, we completed a survey with our tenants in December 2024 so that we could get a better understanding of the profile of and issues faced by Ore Valley Housing Association tenants.

Overview of Key Findings:

- 84% of tenants prefer to contact us by phone and 26% prefer to email the Association.
- 79% of the tenants surveyed told us they do not want to get involved in the Associations decision making process.
- However, where tenants did express an interest in becoming involved their preferred option would be responding to postal or email surveys (16%), by attending focus groups (6%) or by joining a register of interested tenants (5%).
- In terms of the age profile of main and joint tenants combined, 33% were aged 35-54, 22% were aged 55-66 and 34% were aged 65 and over.
- Just under 4 in 10 tenants were disabled (39%). Where tenants had a disability, this was most likely to be a physical impairment or a long-term health issue (72%), with 23% reporting mental health issues.

This research will be used to to provide focus for future Association activities and will inform the Association's future business plan.

Tenancy Support Service 2024-25

The Tenancy Support Service continues to provide vital, person-centered support to tenants experiencing financial hardship and challenges sustaining their homes. Over the past year, our Tenancy Support and Wellbeing Officer has helped tenants to maximise their income, access essential benefits and secure practical and financial assistance during a period of continuing cost of living pressures.

Key outcomes during 2024-25:

- 147 new tenancy support cases were opened
- £212,340 in financial gains was secured for tenants, including:
- Over £70,000 in Housing Benefit payments
- £27,261 in Adult Disability Payment and £16,995 in Attendance Allowance
- £23,640 in backdated benefit payments
- £15,800 in pension credit awards
- £9,681 in Fuel Support

Tenancy Support Budget:

- Cost of Living Crisis Payments: £1,499 distributed to 12 households facing acute financial pressures
- Hardship Fund - £8,400 was allocated to 15 households for essential household items including white goods
- ICF Funding Shortfall Costs - Big IDEA Project - £1,440

Community Development Budget:

- Community Food Projects: £3,282 paid to Fairshare for the purchase of food items with an additional £4,496 for fresh fruit and vegetables

Impact

The Tenancy Support Service has made a measurable difference to tenants lives by:

- Preventing homelessness and sustaining secure homes
- Reducing financial inclusion and supporting access to benefit entitlements
- Providing practical resources to help tenants manage day to day living costs

Partnership Projects

The Big IDEA Project is a 3 year Fife Housing Association Alliance Project which is funded by the Scottish Government Investing in Communities Fund (ICF).

This project entered its 2nd year and has continued to successfully provide our tenants with access to an Income Maximisation Officer, as well as fast-track referrals for energy advice which is delivered by Cosy Kingdom.

Looking ahead

As financial pressures remain high, the Tenancy Support Service will continue to play a central role in sustaining tenancies, supporting vulnerable households and delivering positive outcomes for tenants and the wider community.

Sustainability

Future Heating Solutions

With the challenge of climate change facing us all, we are working towards a low-carbon future for our communities, homes and tenants. To that end, we have continued to develop a number of projects aimed at addressing this critical issue.

Our wider housing stock continues to benefit from capital investment in areas such as window replacements, new roofs, boilers and heating upgrades, new insulation and other measures. This work will continue as we look to ensure our homes are as efficient and comfortable as possible.

District Heating Cardenden is our project aiming to capitalise on spare heat capacity at the Brockwell plant located at the Westfield site, 3km north of Cardenden. The scheme aims to pipe spare hot water from Westfield down into Cardenden to heat local homes and businesses. In the past year, we have completed feasibility studies which outline there is clear potential for progressing the project. We hope to see this scheme deliver positive outcomes for our tenants including cheaper, cleaner heating and reduced emissions.

We have also undertaken a pilot project testing different technologies in one of our homes which aligns closely with a 'typical' Ore Valley property. solar panels, energy efficient storage and water heaters, air quality measures and fabric insulation improvements and will be monitored to assess the impact of the upgrades for both the tenant and the environment over the next 12 months, thereby guiding our potential future heating replacement strategies as we look to transition away from mains gas heating.

Together, our wind turbine and these projects show how sustainability schemes and local renewable energy can protect the planet, cut bills, and strengthen our community. Ore Valley very much aims to remain at the forefront of such work.



The Future

There are two key issues which will continue to influence our future activities as we work tirelessly to serve the communities where we work.

Fife Council formally declared a housing emergency in the region on the 21st of March 2024 and the Scottish Government did likewise at a national level on 15th of May 2024. These actions brought into sharp focus the critical levels of demand for affordable homes in both Fife and Scotland. Alongside our partners in the Fife Housing Association Alliance (Kingdom and Glen Housing Associations and Fife Housing Group) we have been working with the Council on how best to address this key issue.

There are almost 12,000 applicants looking for homes in Fife with almost 1,300 of them homeless. The solution is to develop more homes (as quickly as possible) and we are progressing new housing sites in Lochgelly and Lochore. Thankfully, the Scottish Government has recognised the importance of decent affordable housing and is increasing the financial support available for building new homes but this is a national problem that needs scale to be addressed and OVHA is working to support this with key partners and stakeholders.

The coming year should also see the finalisation of the Scottish Government's Heat in Buildings Strategy which will determine the future energy standards our homes will need to achieve. Broadly, the requirement is for all buildings to be 'net zero' by 2045 and for social housing this will require significant investment and upgrade works as we will need to replace all our gas-fed heating systems.

These two critical issues create a further pull on our financial resources as we try to build new homes and maintain and improve our existing properties. The three-way stretch on our finances will require us to be very shrewd with our revenues to maximise the impact of our spending to achieve our aims whilst ensuring we deliver for our tenants.



Housing emergency declared by council

HOMES: Record levels of homelessness prompt call for action

BY CLAIRE WARRENDER

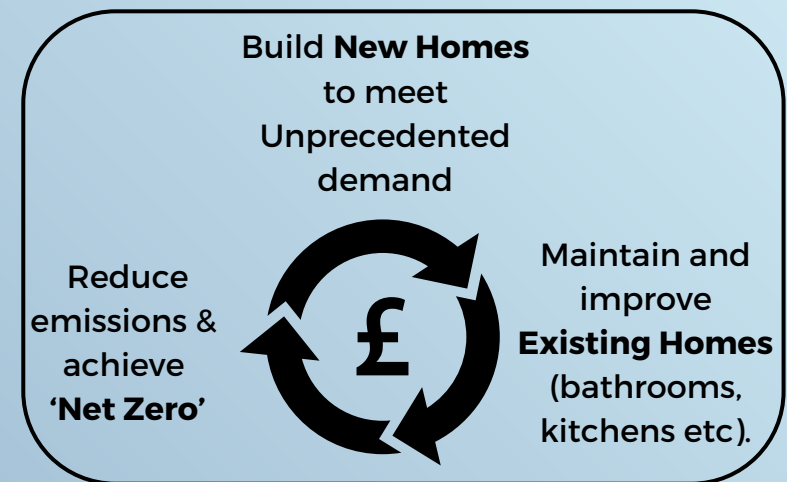
Record levels of homelessness have forced Fife Council to declare a housing emergency. The local authority has become the fourth in Scotland to make the move, with Labour's housing spokesperson Judy Hamilton blaming a 26% cut to the Scottish Government's affordable housing budget for

tippling the scales. This reduction could mean Fife gets £9 million less to spend on housing.

During a council meeting Ms Hamilton said: "I hoped I would never have to bring this motion to the council because this is not a place where any of us wanted to be. "We tackled every challenge head-on and worked hard to avert it."

"By declaring a housing emergency we want united urgent action."

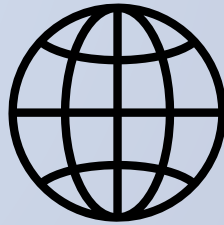
The local authority has taken control of developments in Lochore, Lumphinnans, Dunfermline and Kirkcaldy where more than 200 affordable homes were being built by First Endeavour LLP, stating no work has been done since December. See full story on pages 6-7



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CEO of Ore Valley Housing Association



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